

**CITY OF ATLANTA, GEORGIA
CLASSIFICATION SPECIFICATION**

**Job Title: Police Communications
Instructor**

Date: 1997

Purpose of Job

The purpose of this job is to plan, develop, administer, evaluate and manage training and development programs for employees of the Atlanta Police Communications Section; and assist with the design and instruction of specialized training programs for the academy.

Essential Duties and Responsibilities

The following duties are normal for this job. These are not to be construed as exclusive or all inclusive. Other duties may be required and assigned.

Administrative Duties

- Designs and conducts training and development needs assessments.
- Establishes training curricula, goals and objectives to meet needs identified.
- Prepares training materials, manuals and other documentation for training and developmental exercises.
- Provides platform and classroom delivery of training and other developmental experiences.
- Manages outside training consultants; monitoring their service delivery, conducting follow-up debriefings to insure vendors deliver the appropriate training programs.
- Develops and updates in-service training programs
- Provides updated technical information and assistance to all shifts
- Attends section meetings and oversees tours of the Communication Center.

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- Ensures that training and equipment costs remain within allocated resources.
- Relieves communication supervisor as needed.
- Conducts follow-up reviews of all training to ensure employees are performing according to required training.
- Maintains and oversees section wide certification testings (state mandated P.O.S.T. Communications Officers course and the GCIC (Georgia Crime Information Center) workbook.

Planning and Organizing

- Responsible for the planning of each training program; decides on priorities to accomplish learning in the most effective and efficient manner
- Maintains management control over training materials, supplies and equipment for current and future needs, communicates needs and maintains sufficient quantities to ensure adequate supplies are available.
- Plans and schedules learning activities and training programs on a weekly, monthly and annual basis.
- Schedules attendance at outside training programs, courses and seminars approved by the section commander.

Record Keeping and Documentation

- Responsible for receiving, preparing and reviewing a variety of recurring and non-recurring documentation concerning video equipment and other training accessories.
- Prepares a variety of standard documents, letters, reports, receipts to provide records, track, or release information.
- Prepares reports and training statistics to report training activity, summarize needs assessment, analyze and summarize evaluations of training by participants.
- Reviews registration forms to assist in scheduling training.
- Reviews needs assessment information to develop appropriate training and development.
- Develops agendas, training program processes, media, and other supportive materials, (GCIC) workbooks and test.

Employee Development

- Reviews the skill base of new or subordinate employees and plans developmental assignments to further develop skill level and to develop additional skills.

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- Teaches, instructs and interacts with trainees, conducts training sessions.
- Supervises outside consultants and training vendors and assists with training program coordination and administration.

Supervision

- Coordinates activities with applicable personnel on inter and inter departmental projects.
- Follows up on training with supervisors of participants to ensure skills taught to employees are utilized in the work environment.
- Interacts with employees to advise them of the training opportunities available; provides counsel and consultation on which training and development activities are needed to facilitate and enhance job performance.
- Evaluates subordinate personnel.

Interpersonal Relations

- Interacts with members of the public and staff by giving information and directions; exchanges information with other agencies and various department personnel.
- Cooperates with Federal, state and local agencies on training activities related to the Atlanta Police Communications Center.

Marginal Job Functions

- Performs other related duties as required, assists in general office duties, responding to inquiries, answering the telephone, running errands.

Knowledge of Job

Knowledge of the operations of a police communications center. Has considerable knowledge of the principles and practices of instructional education. Ability to develop training and development needs assessments, goals, objectives, curricula, lesson plans and programs. Has the ability to compile, organize,

prepare and maintain an assortment of records, reports and information in an effective manner. Ability to communicate effectively before groups of employees. Ability to train officers in the use of radio equipment and systems. Has the ability to communicate effectively and tactfully with supervisors, members of the public, police personnel and other agency staff members. Is able to keep abreast of changes in policy, methods, operations, equipment, systems and procedures that may develop in the course of work. Has the ability to use independent judgment in routine and non-routine situations. Has the mathematical ability to handle required calculations. Has the ability to plan, organize and prioritize daily assignments and work activities. Is

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able to comprehend and apply regulations and procedures. Is capable of working under a minimum degree of stress related to duties that require constant attention to detail and deadlines. Has the ability to read, comprehend, interpret and apply regulations, procedures and related material.

Minimum Training and Experience Required to Perform Essential Job Functions

Bachelor's degree in Business or Public Administration, Education, Communications, or related field and two years of Adult education experience which include planning, developing, conducting and evaluating employee training and development programs or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job. Supervisory experience preferred. Must possess a valid Georgia driver's license within six months of appointment. Must successfully pass a Police Background Investigation. Must be state (GCIC) certified operator and must be a P.O.S.T. certified Communication Operator.

(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

PHYSICAL REQUIREMENTS: Must be physically able to operate a variety of job related machines and office equipment. Must be able to move or carry job related objects or materials. Physical demand requirements are at levels of those for sedentary or office work.

DATA CONCEPTION: Requires the ability to compare and/or judge the readily observable functional, technical, structural, compositional or identifiable characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

INTERPERSONAL COMMUNICATION: Requires the ability to communicate with people to convey or exchange professional information.

LANGUAGE ABILITY: Requires the ability to read a variety of technical and administrative documentation, directions, instructions, methods and procedures. May require the ability to produce reports with proper format, punctuation, spelling and grammar, using all parts of speech. Requires the ability to communicate with and before others using correct English.

INTELLIGENCE: Requires the ability to learn and understand subject matter principles and techniques; to make independent judgments in absence of supervision within the scope of respective job duties and tasks; to acquire and be able to expound on knowledge of topics related to primary occupation.

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NUMERICAL APTITUDE: May require the ability to utilize mathematical formulas; add and subtract; multiply and divide totals; determine percentages; determine time and weight; and interpret same as may be appropriate.

FORM/SPATIAL APTITUDE: Requires the ability to inspect items for proper length, width, and shape.

MOTOR COORDINATION: Requires the ability to utilize job related equipment in the course of accomplishing job duties and tasks associated with respective primary duties.

COLOR DISCRIMINATION: May require the ability to differentiate colors and shades of color.

INTERPERSONAL TEMPERAMENT: Requires the ability to interact with people (i.e. staff, supervisors, general public and elected officials) beyond giving the receiving instructions. Must be adaptable to performing under minimal stress when confronted with an emergency.

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The City of Atlanta is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City may provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. Signatures below indicate the receipt and review of this job description by the employee assigned to the job and the immediate supervisor.

Employee's Signature

Supervisor's Signature

Date

Date